

Pacific Bay Corp.

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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SEP 4 1992

MAIL BRANCH

August 31, 1992

Office of the Secretary
Federal Communications Commission
Attn: Docket No 92-90
1919 M. St. N. W.
Washington D.C. 20554

To Whom It May Concern,

As a professional realtor, we request that you do not restrict our ability to use person-to-person telephone solicitations. Complaints about this marketing method are extremely low in comparison to their methods such as the use of artificial, computer-generated solicitations.

Sincerely,

William L. Smith
Broker/Owner
Pacific Bay Corporatin

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY



REALTY EXECUTIVES
METRO, INC.

18927 Farmington Road
Livonia, Michigan 48152
Bus: (313) 473-1200
Fax: (313) 473-1204

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SEP 4 1992

September 1, 1992

Office of the Secretary **MAIL BRANCH**
Federal Communication Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

Please do not restrict my ability to use person-to-person telephone solicitations. They are very important to us as a Real Estate Agency. We obtain many of our listings, which can lead to sales through this process. We don't intend on annoying anyone. We are quick and friendly and do not pressure anyone who does not wish to speak with us. We need to have person-to-person solicitation as one of our options.

Sincerely,

A handwritten signature in cursive script that reads "Diana Lea".

Diana Lea
Agent
jn

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INFORMATIONAL
ENFORCEMENT DIVISION



WALLSTREET, INC.
REAL ESTATE

14304 FENTON RD. • FENTON, MI 48430 • (313) 750-1900

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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August 28, 1992

SEP 4 1992

MAIL BRANCH

Office of the Secretary
Federal Communications Commission
1919 M St. N.W.
Washington, D.C. 20554

Attn: Docket No. 92-90

To whom it may concern,

A key part of the residential real estate business involves using the telephone for person-to-person solicitation. "Cold" calling is very important in our business in particular and the residential real estate industry in general. This letter is urging you not to restrict our ability to use this form of solicitation.

Thank you for your consideration.

Sincerely,

Rosemary Miller
Realtor Associate

RM:ms

enclosure

**COLDWELL
BANKER**

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MAIL BRANCH

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 28, 1992

COLDWELL BANKER
RESIDENTIAL REAL ESTATE
849 WAUKEGAN ROAD
DEERFIELD, IL 60015-3205
(708) 945-3460 BUSINESS
(708) 945-8937 FAX

Office of the Secretary
Federal Communications Commission
1919 M St. N.W.
Washington, D.C. 20554

RE: Telephone Consumer Protection Act of 1991;
Docket No. 92-90; Adopted April 10, 1992

Dear Secretary:

This is to urge you not to restrict person-to-person telephone solicitations in the regulation you are now considering.

The implementing of this act could have a substantial impact on my business. Many Realtors utilize live cold calling to farm a particular local area for prospective real estate listings. As a Realtor I work hard to establish a recognized name in my particular market and, therefore, do not engage in the use of auto dialer calls.

It my understanding that the National Association of Realtors is not aware of any consumer complaints against real estate brokers arising from local telephone marketing.

Early in a live solicitation, a consumer can indicate whether there is any interest in my service and terminate the call, and also indicate the wish to be removed from my call list. Therefore it seems only reasonable to treat live solicitations differently from auto dial solicitations.

Sincerely,

Julie Mitchell

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A MEMBER OF THE SEARS FINANCIAL NETWORK



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FEDERAL COMMUNICATIONS COMMISSION
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Sincerely,

Sylvia A. Pedruck



REALTY WORLD® – Van's
9995 E. Grand River, Brighton, MI 48116
Telephone: (313) 227-3455

REALTY WORLD

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SEP 4 1992

MAIL BRANCH

August 31, 1992

TO: Office of the Secretary
Federal Communications Commission

RE: Docket No. 92-90, Telephone Consumer Protection Act of 1991

We in the real estate profession are greatly concerned about restrictions on person to person telephone solicitations.

Cold calling is a key part of the residential real estate business. Talking to people gets a better response than mailings that could easily be pitched and never opened.

The percentage of complaints we get is very minimal compared to the business telephoning generates for our office.

Please do not restrict person to person telephone solicitations.

David R. Schl

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INFORMAL COMPLAINT
FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 30, 1992

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MAIL BRANCH

Office of Secretary
Federal Communications Commission
Docket No. 92-90
1919 M St. N.W.,
Washington, D.C. 20554

Dear Sir/Madam:

I am writing this letter to express my utter dissatisfaction and complete opposition to the Telephone Consumer Protection Act of 1991, which restricts the person-to-person solicitations of residential homes.

I would like to bring to your attention the importance of these calls and the major role they play in marketing our services to the public and point out the following:

1. Restriction on telephone contacts simply adds to the amount of driving which is neither energy efficient nor environmentally irresponsible.
2. Those residents who do not wish to be contacted can simply arrange with the phone company to have a non-listed phone number.

Based on the above, I urge you to acknowledge the damaging effect of restrictions on person-to-person phone contacts and move to delete this portion of the regulation.

Sincerely,

Bette C. Edwards

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INFO
ENFOR
COMMON
COMPLAINTS
DIVISION
BUREAU

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MAIL BRANCH

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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INFORMAL COMPLAINTS
BRANCH
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU

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MAIL BRANCH

August 30, 1992

Office of Secretary
Federal Communications Commission
Docket No. 92-90
1919 M St. N.W.,
Washington, D.C. 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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Based on the above, I urge you to acknowledge the damaging effect of restrictions on person-to-person phone contacts and move to delete this portion of the regulation.

Sincerely,



ROBERT M. D. GOUGEON



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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

COLDWELL BANKER
RESIDENTIAL REAL ESTATE
849 WAUKEGAN ROAD
DEERFIELD, IL 60015-3205
(708) 945-3460 BUSINESS
(708) 945-8937 FAX

August 28, 1992

Office of the Secretary
Federal Communications Commission
1919 M St. N.W.
Washington, D.C. 20554

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RE: Telephone Consumer Protection Act of 1991;
Docket No. 92-90; Adopted April 10, 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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The implementing of this act could have a substantial impact on my business. Many Realtors utilize live cold calling to farm a particular local area for prospective real estate listings. As a Realtor I work hard to establish a recognized name in my particular market and, therefore, do not engage in the use of auto dialer calls.

It my understanding that the National Association of Realtors is not aware of any consumer complaints against real estate brokers arising from local telephone marketing.

Early in a live solicitation, a consumer can indicate whether there is any interest in my service and terminate the call, and also indicate the wish to be removed from my call list. Therefore it seems only reasonable to treat live solicitations differently from auto dial solicitations.

Sincerely,

Marilyn Reason

**COLDWELL
BANKER**

ENFORCE
CONTROL

MAIL

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 28, 1992

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MAIL BRANCH

COLDWELL BANKER
RESIDENTIAL REAL ESTATE
849 WAUKEGAN ROAD
DEERFIELD, IL 60015-3205
(708) 945-3460 BUSINESS
(708) 945-8937 FAX

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Federal Communications Commission
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Washington, D.C. 20554

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Docket No. 92-90; Adopted April 10, 1992

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Early in a live solicitation, a consumer can indicate whether there is any interest in my service and terminate the call, and also indicate the wish to be removed from my call list. Therefore it seems only reasonable to treat live solicitations differently from auto dial solicitations.

Sincerely,

Carol Prosser



*Above
the
Crowd!*®

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August 30, 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Docket 92-90
Telephone Consumer Protection Act of 1991.

Dear Federal Communications Commission,

As a Realtor, we use the telephone extensively to prospect for potential buyers and sellers. It is a very important aspect of our business and to restrict its use would be devastating to our industry.

Complaints about person to person telephone solicitations are extremely low compared to other methods such as the use of artificial, computer-generated solicitations. In our industry, person to person telephone solicitations are a major part of our business, to hinder our use would be devastating to the real estate professionals business.

As a professional, full-time realtor, I urge the FCC not to restrict our use of the telephone for person to person real estate solicitations. (RE: Docket No. 92-90, Telephone Consumer Protection Act of 1991)

Sincerely,

Bob Craver



RE/MAX Foremost, Inc.
33966 Eight Mile Road, Suite 102
Farmington Hills, Michigan 48024
Phone: (313) 473-6200/422-7849
An Independent Member Broker



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MAIL BRANCH

JOHN H. MERTZ



543 N. MAIN, SUITE 111
ROCHESTER, MI 48307-1428
TELEPHONE: (313) 652-6500
FAX: 650-0530

Office: (313) 651-8144 ext. 3922
Residence: (313) 377-1696

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

To whom it may concern;

I am writing in reference to Docket No. 92-90, Telephone Consumer Protection Act of 1991. I truly hope such legislation will not come into play. It would be very restrictive on my trade. I am a fairly new agent and use "cold calling" as a main source of starting my business. I have never had a negative response to my call and the total length is usually not more than 15-20 seconds. The person that is hurt the most is me when people just hang up. If I'm willing to take this rejection I should be allowed to in the time frames that have already been established.

Sincerely,

John H. Mertz



REALTY WORLD® – Van's
9995 E. Grand River, Brighton, MI 48116
Telephone: (313) 227-3455

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 31, 1992

TO: Office of the Secretary
Federal Communications Commission

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RE: Docket No. 92-90, Telephone Consumer Protection Act of 1991

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

We in the real estate profession are greatly concerned about restrictions on person to person telephone solicitations.

Cold calling is a key part of the residential real estate business. Talking to people gets a better response than mailings that could easily be pitched and never opened.

The percentage of complaints we get is very minimal compared to the business telephoning generates for our office.

Please do not restrict person to person telephone solicitations.

Kitty Campbell



23852 MICHIGAN AVENUE
DEARBORN, MICHIGAN 48124-1865
TELEPHONE: (313) 274-8911

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

August 28, 1992

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M St. N.W.
Washington, D.C. 20554

Re: Docket No. 92-90
Telephone Consumer Protection Act of 1991.

To Whom It May Concern:

It has been brought to my attention that the Federal Communications Commission is considering restrictions on person to person solicitation of residential homes.

"Cold Calling" is an integral part of my business and the residential real estate industry in general. A key part of the residential real estate business involves using the telephone for person to person solicitations.

Restricting these calls would cut deeply into my personal business and ultimately my earnings.

I strongly urge you not to legislate restrictions on the established practice of "Cold Calling."

Sincerely yours,

Jedee Barto



14304 FENTON RD. • FENTON, MI 48430 • (313) 750-1900

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OFFICE OF THE SECRETARY

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MAIL BRANCH

August 28, 1992

Office of the Secretary
Federal Communications Commission
1919 M St. N.W.
Washington, D.C. 20554

Attn: Docket No. 92-90

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A key part of the residential real estate business involves using the telephone for person-to-person solicitation. "Cold" calling is very important in our business in particular and the residential real estate industry in general. This letter is urging you not to restrict our ability to use this form of solicitation.

Thank you for your consideration.

Sincerely,

Thomas J. Davis
Thomas J. Davis
Realtor Associate

TJD:ms

enclosure

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INFORMAL COMPLAINTS
ENFORCEMENT DIVISION
COMMON CARRIER BUREAU



Today, Realtors®

25505 W. 12 Mile Rd.
Suite 1500
Southfield, Michigan 48034
Business (313) 948-7100
Fax (313) 948-7983
MANI VISWANATH

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FEDERAL COMMUNICATIONS COMMISSION
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TO
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION

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RE: "DOCKET NO. 92-90"

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

I am a realtor from Michigan. I've been in business for a year and a half. I am hereby requesting you not to restrict person to person telephone solicitations. For the past 1½ year I have not had one single complaint about this method of marketing. In fact this is my only source of getting business. 70% of my total listings are through "cold calls". People are usually nice when I call. Those calls hardly take few seconds of their time. I have not had any instance where a person would consider it a bother. We usually offer them some kind of service. It is a lot of hard work for us. It takes up a lot of time and we have to keep in touch with these people so that they will remember us when they are ready to sell. With out this avenue I'd be out of business. And for newcomers in the business like me, this is the only way to get business, since referral business is only for the long time established agents. Floor calls and Open houses do not put us in touch with motivated sellers. We have to do a lot of prospecting in order to succeed in this business. For me this has been the most effective way of marketing method.

In residential real estate industry person to person contact is of utmost importance. Real estate investment is the biggest investment a person could make in his life time. Any thing regarding this investment a person would be more at ease, if a realtor who they've had personal contact with, is handling the whole transaction. It gives them peace of mind to know that the realtor cares. And only way to establish that kind of relationship is through personal contact, to reach out and find people who are considering buying or selling, to answer their questions, to give them a market analysis of their home free of charge. It has worked for me. If that method is restricted, lot of us will be out of business and it will bring hardship on us. Once again I urge you not to restrict our ability to use person to person telephone contacts. Please oblige.

Thanking you

Mani Viswanath

09/01/92



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the
Crowd!®**

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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August 30, 1992

RE: Docket 92-90
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Dear Federal Communications Commission,

As a Realtor, we use the telephone extensively to prospect for potential buyers and sellers. It is a very important aspect of our business and to restrict its use would be devastating to our industry.

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As a professional, full-time realtor, I urge the FCC not to restrict our use of the telephone for person to person real estate solicitations. (RE: Docket No. 92-90, Telephone Consumer Protection Act of 1991)

Sincerely,

Angie Sarkisian

Angie Sarkisian



RE/MAX Foremost, Inc.
33966 Eight Mile Road, Suite 102
Farmington Hills, Michigan 48024
Phone: (313) 473-6200/422-7849

An Independent Member Broker

8-28-92

Office of the Secretary
Federal Communications Commission
Attn: Docket No. 92-90
1919 M st N.W.
Washington D.C. 20554

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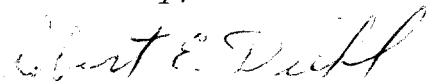
SEP 18 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Docket no. 92-90, Telephone Consumer Protection Act of 1991

"Cold Calling" is MY business in particular and the residential real estate in general. I urge you not to restrict my ability to use person-to-person telephone solicitations.

Sincerely,


ROBERT E. DIEHL

Realtor-Associate
Red Carpet Keim Plus Inc.
27366 Warren
Dearborn Heights, MI 48127
(313) 277-7777

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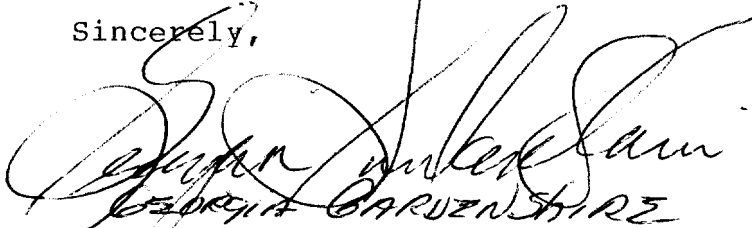
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Sincerely,

A large, stylized handwritten signature in dark ink, appearing to read "Georgia Caruza".

Realtor-Associate
Red Carpet Keim Plus Inc.
27366 Warren
Dearborn Heights, MI 48127
(313) 277-7777

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MAIL BRANCH

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SEP 18 1992

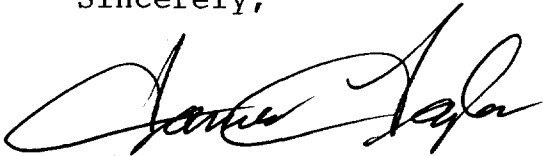
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OFFICE OF THE SECRETARY

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Sincerely,



JAMES TAYLOR
Realtor-Associate
Red Carpet Keim Plus Inc.
27366 Warren
Dearborn Heights, MI 48127
(313) 277-7777

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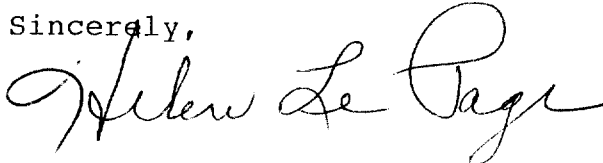
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Sincerely,



HELEN LE PAGE
Realtor-Associate
Red Carpet Keim Plus Inc.
27366 Warren
Dearborn Heights, MI 48127
(313) 277-7777

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FEDERAL COMMUNICATIONS COMMISSION
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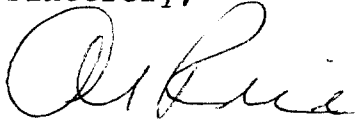
8-28-92

Office of the Secretary
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Attn: Docket No. 92-90
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Sincerely,



AL RICE

Realtor-Associate
Red Carpet Keim Plus Inc.
27366 Warren
Dearborn Heights, MI 48127
(313) 277-7777

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Sincerely,



TERINA GALLIMORE
Realtor-Associate
Red Carpet Keim Plus Inc.
27366 Warren
Dearborn Heights, MI 48127
(313) 277-7777

8-28-92

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Sincerely,



APRIL FEERER

Realtor-Associate
Red Carpet Keim Plus Inc.
27366 Warren
Dearborn Heights, MI 48127
(313) 277-7777